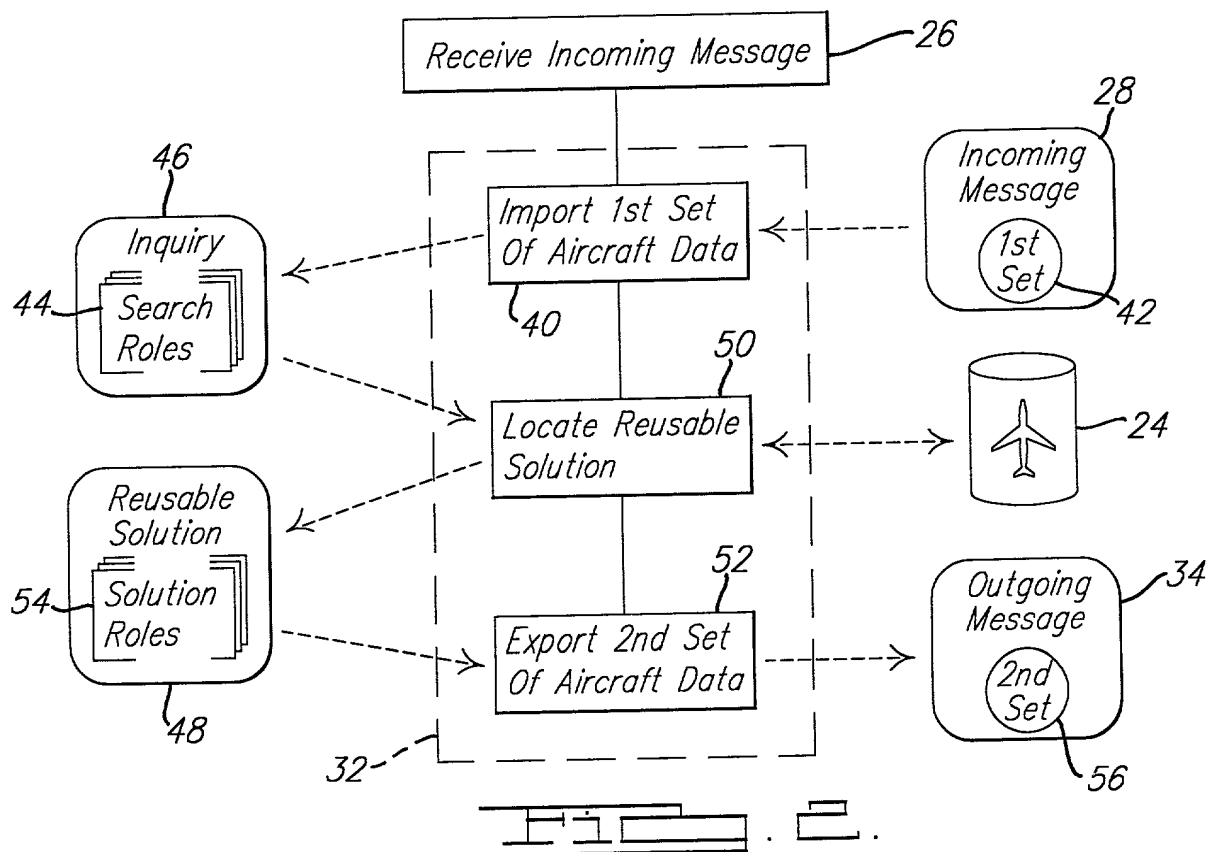
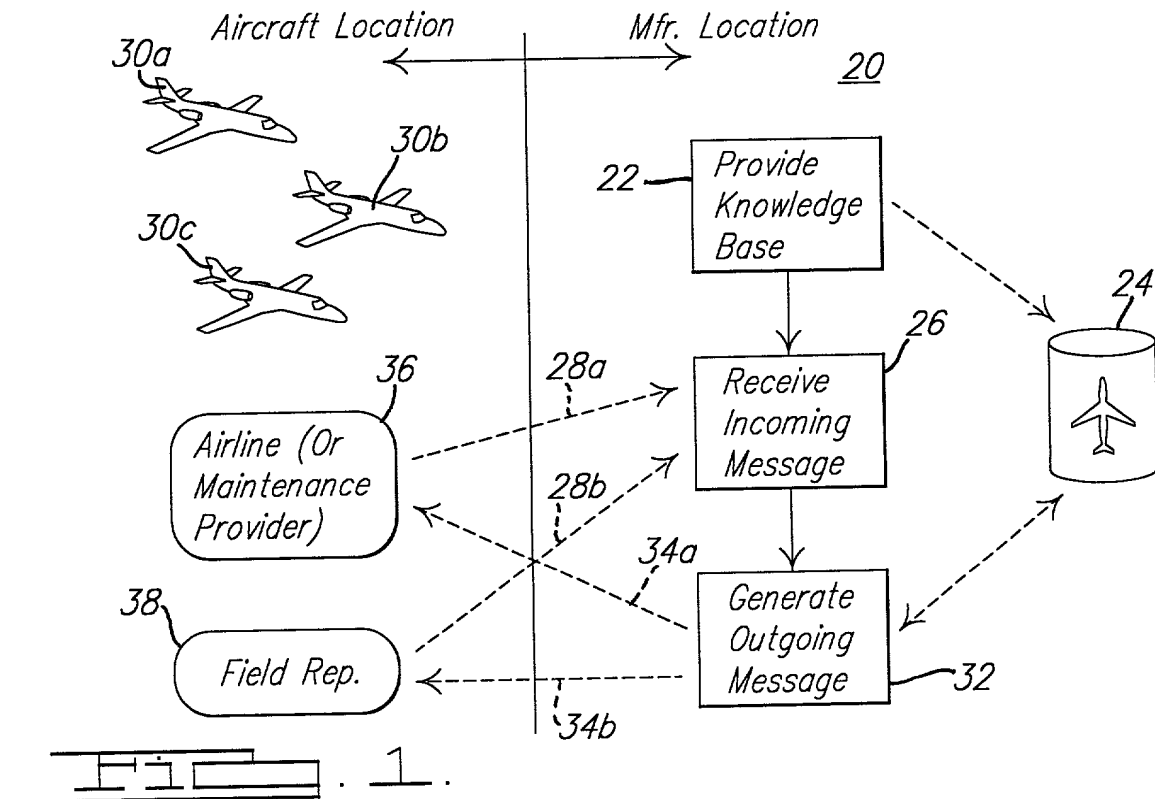


1/21



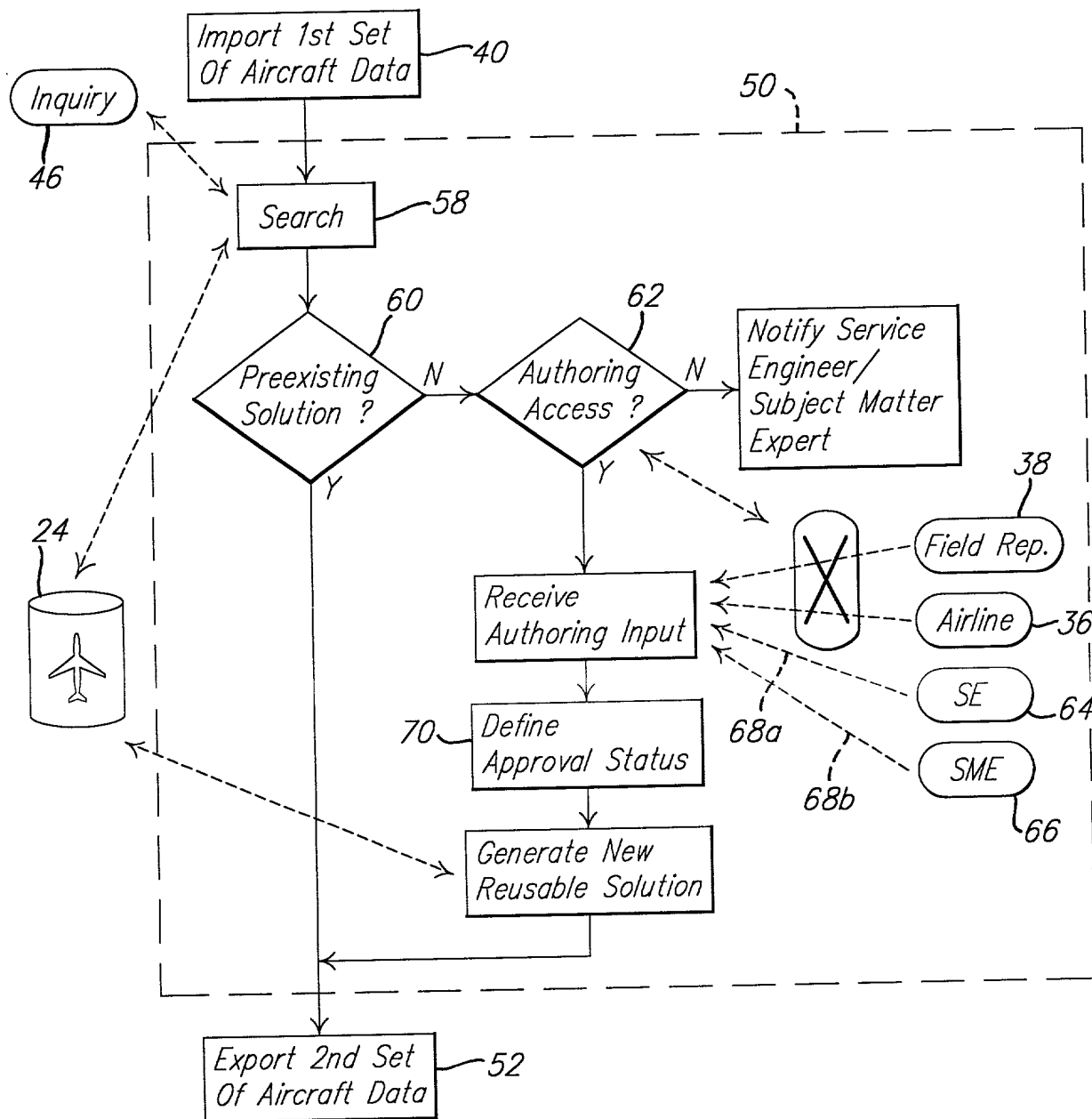
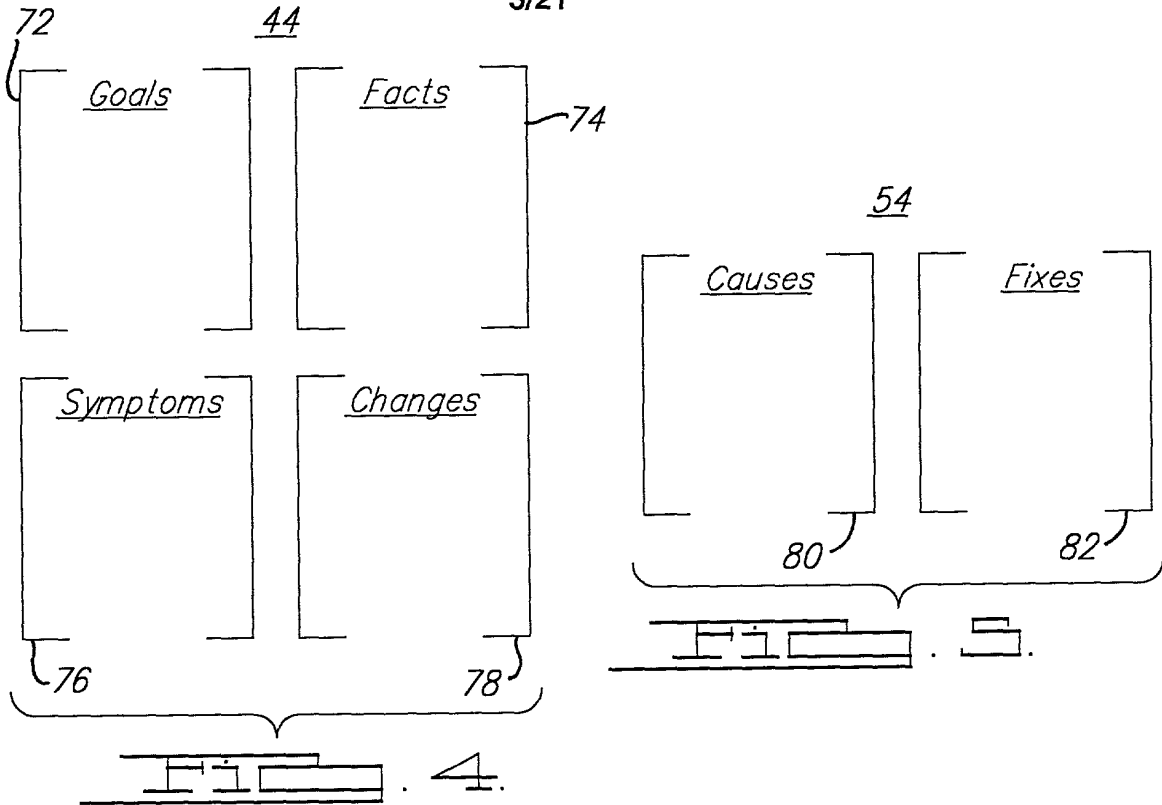


FIG. 3.

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Reusable Solutions

How To Use The Tool ⇒

Tool Kit ⇒

Primus Info ⇒

Training Schedule ⇒

Integration With BOECOM ⇒

Top Ten Questions ⇒

Structures Issues ⇒

Project Overview ⇒

Go To Production Tool ⇒

Not another Boecom search... Try a Reusable Solution!

Take A Guest Tour

6,143 solutions available
1,320 approved for SE status
312 approved for Boeing/Customer

Goal



This Tour gives you Read Access To The Production Data through a Guest account. Training is needed in order to effectively use the tool, but we are comfortable enough with the tool's intuitive nature and want you to see it first hand. The success of your search is subject to the limited amount of data currently in the tool. Contact Us if you have any questions.

User Name: Guest

Password: boeing (lower case)

Domain: bcsr@bxsrđ (menu)

Place a significant amount of information in one or all Search Fields and select Search in upper left corner. Appropriately, Use the New Session and Logout buttons on the left.

to Service Engineering Tool ← 88

to Field Service & Customer Tool ← 86

FIG. 7.

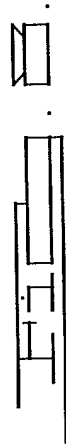
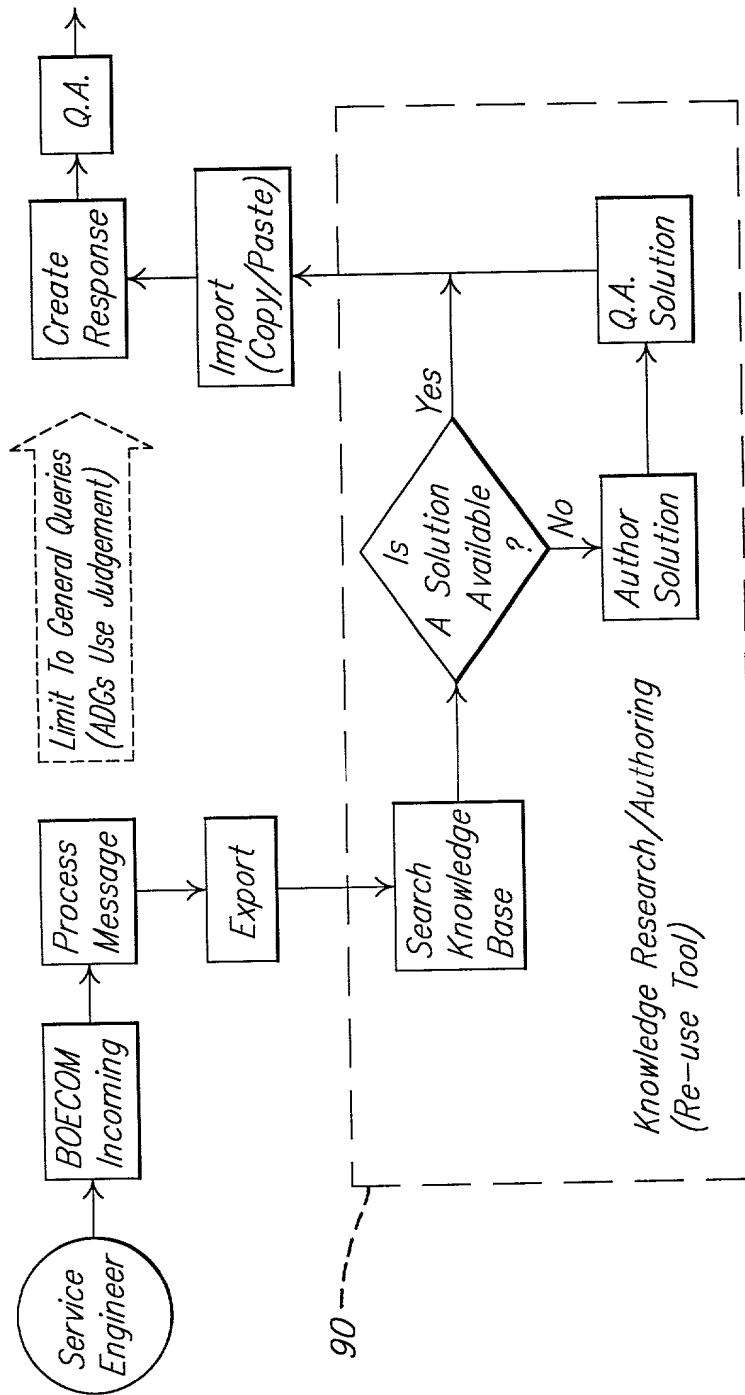








FIG. 1

PRIMUS		
 Goal	 Change	STEPS TO CREATING A SOLN.
 Fact	 The Root Cause as the Key To Solutions	
	 Fix	
 Symptom	A Great Sample Solution	Properties – Status
	HTML Syntax used to link to files/solutions.	Things you don't need to say!



Goal

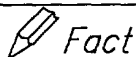
A Goal statement is a clear statement of your customers' objectives—what the customer is trying to do or the question. Good Goals help the troubleshooting process. A Goal statement also serves as the solution's title. ALL SOLUTIONS MUST CONTAIN AT LEAST ONE GOAL

Examples of Good Goal Statements

Goal: How to repair a 3-inch longitudinal crack on the P&W 4000 engine nose cowling?

Goal: What are the operational restrictions to be followed for a "Gear down" dispatch?

Goal: Resolution of electrical power loss condition.



Fact

Fact statements should be formal and detailed, including as much information as necessary to uniquely identify the product being described, such as: model, ATA, part number. Fact statements may also be clarifying statements that are 'constant'.

Examples of Good Fact Statements

Fact: Model 747-400

Fact: ATA:2161-00 Temperature Control Zone System

Fact: P/N: 60B92400-10 Fuel Boost Pump Pressure Switch

Fact: Condition occurred during landing

Facts Help Classify Problems

1. Do not put multiple Facts in a single statement
2. Modify existing solution to add new Facts as needed:



Symptom

Symptoms tell us what problems the customer is having. The conditions or events being observed that suggest or indicate something is discrepant (for example, flight deck effects, pilot reports).

1. Don't create "compound statements" – keep the Facts out of the Symptoms if you can.

Don't

Symptom: Smoke coming out of the engine during landing on 737-200 approaching Singapore

Do:

Fact: Model 737-200

Fact: Condition occurred during landing

Symptom: Smoke coming out of the engine

2. Make the thoughts complete:

Do:

Symptom: No. 2 Engine smoking on startup.

Symptom: 3 inch crack on onboard midflap torque tube

Flight Deck Messages: <exact message text>

Symptom: EICAS: AUTO SPEEDBRAKE

Symptom: CMC:27-18830 GEAR TILT PRESSURE(L)

Ordering Symptoms

If your solution has multiple Symptoms, order them in the solution as follows:

- More detailed first
- Less detailed second

Example of Good Symptom Statements

If a customer reports getting the message EICAS: FIRE CARGO AFT on 747-400 and fire warning bell on:

Fact: Model 747-400

Symptom: EICAS: FIRE CARGO AFT

Symptom: Fire warning bell on

Change

What has changed recently, or what maintenance actions were completed before the anomaly occurred? Not what was changed during the course of troubleshooting.

1. Think about what the customer may have done:

Change: Replaced actuator.

Change: New wiring installed.

2. Changes are not the cause—don't confuse the two.

3. Don't jump to conclusions:

Don't:

Change: The system worked before we installed a faulty processor card.

Do:

Change: Installed a new processor card.

The Root Cause as the key to Solutions

There should be only one cause per solution. If a solution has more than one possible Fix, is it the same problem or is it a similar problem? If it's the same problem, then its cause is identical. In this case, the solution may contain more than one Fix statement—but all Fix statements must be applicable.

If you must decide between applying one Fix statement or another (because only one will work), the solution should be split in two!

1. Share as many common statements as possible among solutions.
2. Add unique statements to differentiate solutions.

HTML Syntax used to link to files/solutions.

linked Primus web site

Linked Solution where xxx is the local prefix and ### is the number of the solution

 Linked Network file

 Rendering an image of a network file (pg, gif, bmp, etc.)

Tables: save table as an 'HTML' file, view in a browser, copy 'source' and paste into role (html)

Fix

Fix statements are the resolution of the problem. They resolve the customer concern, or provide the answer to the question. Author the Fix as a stand alone

- Add Notes within the Fix as needed to improve readability or to identify its applicability.
- If several steps must be performed in order, number the steps.
- Write using present tense.
- If a Solution is long and refers to multiple documents, list them as named references within the Fix and use the named reference numbers within the Fix.
- Make sure these references are also recorded as Facts for the solution.
- Use spaces to format the statement for readability.
- Write everything as a present tense list of commands, as if you were reading them step-by-step to the customer.
- Do not include "if-then" statements in Fixes. This is an indication that you have two separate solutions.

A Great Sample Solution

Goal: Repair heat damaged strut stringer.

Fact: P/N: 65B98746-12 STRUT STRINGER

Fact: Model: 747

Fact: JT9D-7 inboard engines

Symptom: Conductivity readings in excess of 39

Symptom: Heat damaged strut.

Cause: Bleed air valve leak

- Fix: 1. Reinforce the stringer with a nested angle fabricated from 2024-T6, 0.125 min gauge.
2. Fasten with existing fastener locations.
3. Maintain 2D spacing and 1.4D edge margin

STEPS TO CREATING A SOLN.

1. Search for an existing solution, use Matching statements to help. Only create a solution if you can not find an existing one.
2. Open the Create New Solution Frame
3. Add statements, using diverse and appropriate statement roles as described here, but especially multiple symptoms and changes.
 - Be explicit. For example saying 'won't actuate' is unclear - what won't actuate? It is better to say: 'Leading edge flap drive unit won't actuate.'
 - Write using present tense.
 - In a 'fix' don't tell us what you did; tell us what to do in a step by step and complete process.
4. Find matching statements, adding or replacing as applicable. It is very important to reuse existing statements for better search efficiency and higher quality solutions.
5. Optional: add hyperlinks to other solutions or files
6. Check for duplicate solution: Select 'copy to problem description as Current Id'. If a similar or nearly duplicate solution exists, consider consolidating the two into one solution.
7. Be sure to have a meaningful and useful title. (comes from 1st goal, or as defined in 'properties')
8. Check spelling
9. Change default Property values as necessary. Status default is 'draft'. Set Type to either 'systems', 'structures', or 'non-technical'.
10. Save the solution.

Properties - Status

Draft:

This is the default at time of initial creation and for work in progress. A Cause and Fix may or may not have been determined; additional data may be needed to complete the solution.

Review:

Solution contains a Fix (and cause if applicable) and is ready to be reviewed for content standards and technical correctness.

Approved for SE Group: Solution has a Fix And Cause if known, it has been reviewed and has undergone QA and is approved for use by the SE.

Approved for SE: As above, but approved for viewing by SE group SME.

Approved for Boeing:

As above, but approved for viewing by Boeing.

Approved for Customer:

As above but approved for viewing by customers.

Return:

An approved solution requiring updating.

Obsolete:


Retained for background information.

Detailed Criteria for the "Approved" Status levels are provided on our web site under Approval Process, Solution Approval Criteria.

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Things you don't need to say!

Because each Primus application statement is assigned a role, certain phrases are unnecessary when writing statements.

 "I want to, "The customer is trying to"

 "The Customer is using..."

 "The customer is getting..."

FILE . 9 D.

BOECOM Commercial Aviation Services		BOEING go to SYSTEM interface																																									
<p>Structures Search Window Describe the Discrepant dimension/condition</p>																																											
<p>Select Properties:</p> <p>Status None</p> <p>Type None</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Location</th> <th style="text-align: left;">Structure Type</th> </tr> </thead> <tbody> <tr> <td>BSTA 520 - 540</td> <td>Bulkhead</td> </tr> <tr> <td>Body</td> <td>Composites Materials</td> </tr> <tr> <td>Strut</td> <td>Empennage</td> </tr> <tr> <td>Wing</td> <td>Landing Gear</td> </tr> <tr> <td>Model Number 747</td> <td>V/N RA406</td> </tr> <tr> <td>ATA Number 5323-00</td> <td>L/N B9</td> </tr> <tr> <td>Part Number </td> <td>Registry C5-FBS</td> </tr> <tr> <td>Boeing Pubs SRM</td> <td>Hours 83,944</td> </tr> <tr> <td>Other References </td> <td>Cycles 19,715</td> </tr> <tr> <td></td> <td>MTGW </td> </tr> </tbody> </table>			Location	Structure Type	BSTA 520 - 540	Bulkhead	Body	Composites Materials	Strut	Empennage	Wing	Landing Gear	Model Number 747	V/N RA406	ATA Number 5323-00	L/N B9	Part Number 	Registry C5-FBS	Boeing Pubs SRM	Hours 83,944	Other References 	Cycles 19,715		MTGW 																		
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<p>Header References/Text from Boecom</p>																																											

Address <input type="checkbox"/> Y:\Tech Support\Structures\Reusable Soln\FrontEnd\solution.html		Go	
Selected Solution		SOLVES PROBLEM!	
Modify	Delete	Send	Previous Close Next
Solution 1 of 2			
Title: P/N: 65B05133-13, center journal OD=5.730 blend(OD)=0.012 Rc=54.2 FOR TEST ONLY Return Solution for Review			
ID: bcsrd5664	Searchable: Yes	Domain: bcsr	Modified By: tjs0677
Status: Review	Solution Class: 4.X	Owner: Melnick	Date Modified: 10/03/2000
Notes Archive Revision History Start New Solution from this			
Type: Structures			
Location: None Structure Type: Landing Gear/Model 747/WLG/Truck Beam Assy, Complete/Axle/Center Journal Model: 747 ATA: 3210-10, 3212-30, 3213-30 Part/Drawing/Number: 65B05133-13			
Hardness (Rc) 54.2			
Airplane information V/N None L/N None Registration None Hours None Cycles None MGTW None			
Title: P/N: 65B05133-13, center journal OD=5.730 blend(OD)=0.012 Rc=54.2 FOR TEST ONLY			
Attachment: Sheet A			
Detail: OD (1) = 5.730			
Detail: OD (1) Blend depth = 0.012			
Detail: Blend is located at the brake sleeve/truck interface			
Detail: ID (11) = 4.415			
Detail: ID (12) = 4.536			
Boeing Pub: ohm 32-10-22 fig 405 circle 1 OD - design (Cr plated) = 5.7525/5.735 ohm 32-10-21 fig 401a circle 1 OD - repair limit = 5.724 ohm 32-10-22 fig 405 circle 11 ID - design varies by part number ohm 32-10-21 fig 401a circle 11 ID ohm 32-10-22 fig 405 circle 12 ID - design = 4.520/4.540 ohm 32-10-21 fig 401a circle 12 ID			
Boecom Folder 65B05133 JRNL DIM/1,11,12/			
Action File JAL-NRT-91-5017TE			
Boecom Telex JAL-NRT-91-5087RE			
Fix The ref axle is structurally acceptable for continued use. Nickel fill blends followed by chrome plate back to design OD (0.015 inch max thickness). Continue to process the part per CMM 32-00-05 in Conjunction with OHM 32-10-22			
Done		Local intranet	

Address <input type="checkbox"/> Y:\Tech Support\Structures\Reusable Soln\FrontEnd\hs~create.html Go		<input type="checkbox"/> BOEING	
Commercial Aviation Services		BOECOM	
Create New Solution		Notes Archive	
Clipboard Check Spelling		Help Save Cancel	
Location Modify Add <input type="text"/> BSTA <input type="text"/> 400 - 420 Modify Add <input type="text"/> STR <input type="text"/> 5L - 2R		SE Group <input type="text"/> Structures <input type="text"/>	
Structure Type Modify Add <input type="text"/> Stringer		Solution Status Solution Types	
Part Number <input type="text"/> Hardness (Rc) <input type="text"/>		Hours <input type="text"/> Cycles <input type="text"/> MTGW <input type="text"/>	
Model Number <input type="text"/> None <input type="text"/> V/N <input type="text"/> L/N <input type="text"/> Registry <input type="text"/>		SE Group <input type="text"/> Structures <input type="text"/>	
ATA Number <input type="text"/>		Solution Status Solution Types	
Add: Title Attachment Detail Boecom Folder Action File Boecom Telex Boeing Pub Other Reference		Title <input type="text"/>	
Attachment <input type="text"/>		Attachment <input type="text"/>	
Detail <input type="text"/>		Detail <input type="text"/>	
Boecom Folder <input type="text"/>		Boecom Folder <input type="text"/>	
Action File <input type="text"/>		Action File <input type="text"/>	
Boecom Telex <input type="text"/>		Boecom Telex <input type="text"/>	
Boeing Pub <input type="text"/> None <input type="text"/>		Boeing Pub <input type="text"/>	
Other References <input type="text"/>		Other References <input type="text"/>	
Fix <input type="text"/>		Fix <input type="text"/>	
Done		Local intranet	

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Address ☐ Y: \Tech Support\Structures\Reusable Soln\FrontEnd\search-results.html

Commercial Aviation Services

BOECOM **BOEING**

View the Solutions (20 solutions found) Sort by Solution Relevance View Solution Statements

P/N: 65B05133-2, Center Journal OD=5.720, Blend (OD)=0.0035, Rc=53.7	<input type="checkbox"/>	57%
P/N: 65B05133-2, Center Journal OD=5.724, Blend (OD)=0.020, Rc=54.7	<input type="checkbox"/>	57%
P/N: 65B05133-2, Center Journal OD=5.728, Rc=52	<input type="checkbox"/>	54%
...
P/N: 65B05133-13, Center Journal OD=5.736, Blend (OD)=0.032, Rc=53.4	<input type="checkbox"/>	57%
P/N: 65B05133-23, Center Journal OD=5.732, Rc=55	<input type="checkbox"/>	54%

Refine The Problem Use Query to Limit Search

Location

Structure Type

Discrepant dimension/condition

Part Number ☐ Exclusive

Hardness (Rc)

Model Number None

ATA Number

Boeing Pub None

Other References

Local intranet

BOEING
commercial airplanes

VIEW HOT SOLUTIONS
DESCRIBE THE PROBLEM
VIEW THE SOLUTIONS
ESCALATE THE PROBLEM
CREATE NEW SOLUTION
QUERY THE SOLUTIONS

OPEN ID

SET PREFERENCES
NEW SESSION
LOGOUT
HELP

100

X Draft or Incoming Message							
Action File Name:*		Prep Date:		Author:*		Group:*	
FIS-06-DEC-99-D489		06-DEC-99		Rudolph		FIS	
Model:*	ATA:*	Opr:	Base:	Airline Support:*		DEP:*	
737	5770-40						
Subject:				Due Dates:			
Aluminum Spoiler Fitting Spherical Bearing Bore Corrosion				Home Office:		Field:	
Draft Message Number:*				Type:*			
FIS-06-DEC-99-D489				BOECOM	Airplane...	Start KB	Notes...

Figs. 14A.

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X Draft or Incoming Message							
Action File Name:*		Prep Date:		Author:*		Group:*	
FIS-06-DEC-99-D489		06-DEC-99		Rudolph		FIS	
Model:*	ATA:*	Opr:	Base:	Airline Support:*		DEP:*	
737	5770-40						
Subject:				Due Dates:			
Aluminum Spoiler Fitting Spherical Bearing Bore Corrosion				Home Office:		Field:	
Draft Message Number:*				Type:*			
FIS-06-DEC-99-D489				BOECOM	Airplane...	Get Solution Text	Notes...

Repair by opening bore up by 0.060 and install a swaged sleeve

Figs. 14B.

<p><u>BOEING</u></p> <p>commercial airplanes</p> <p><u>VIEW HOT SOLUTIONS</u></p> <p><u>DESCRIBE THE PROBLEM</u></p> <p><u>VIEW THE SOLUTIONS</u></p> <p><u>ESCALATE THE PROBLEM</u></p> <p><u>CREATE NEW SOLUTION</u></p> <p><u>QUERY THE SOLUTIONS</u></p> <p>OPEN ID <input type="text"/> <u>Go</u></p> <p><u>SET PREFERENCES</u></p> <p><u>NEW SESSION</u></p> <p><u>LOGOUT</u></p> <p><u>HELP</u></p>		<p><u>View the Solutions (1 solution found)</u></p> <p>Select a title for the details, If none apply, refine your description below.</p> <p>spherical bearing bore corrosion <input checked="" type="checkbox"/> 79%</p> <p>ADD: <input checked="" type="checkbox"/> 737</p> <p>ADD: <input checked="" type="checkbox"/> 65-67186</p> <p>ADD: <input checked="" type="checkbox"/> 5770-40</p> <p>ADD: <input checked="" type="checkbox"/> Oversized</p> <p>ADD: <input checked="" type="checkbox"/> Aluminium spoiler fitting</p> <p>ADD: <input checked="" type="checkbox"/> spherical bearing bore corrosion</p> <p><u>Update Search</u></p> <p>ID: (solution not saved)</p> <p>Update your current statments, or add new ones. Click Update Search to search on the revised description.</p> <p>ADD: <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/></p> <p><u>Show Clipboard</u> <u>Editor Help</u> <u>Solution Properties</u></p> <p><input checked="" type="checkbox"/> 737</p> <p><input checked="" type="checkbox"/> Spherical bearing bore</p> <p><input checked="" type="checkbox"/> 5770-40</p>	
--	--	--	--

48'








Selected Solution		SOLVES PROBLEM!
Here is information on your selected solution:		
Modify	Delete	Send Solution 1 of 1 Previous Close Next
Title: spherical bearing bore corrosion		Comments History
		Use as Problem Description
ID: 2.0.34838.2452666	Domain: boeing	Shared: Yes
Owner: administrator	Partition: Unassigned	
Type: repair verification	Status: Technical reviewed	
 Fact	737	
 Fact	65-67186	
 Fact	5770-40	
 Fact	Oversized	
 Fact	Aluminium spoiler fitting	
 Symptom	spherical bearing bore corrosion	
 Fix	Typical repair for this bore - Open the bore up by 0.060 and install a swaged sleeve: previously structurally OK -x opened up to 1.060 max and installed bushing -8 opened to 1.008 -10 opened to 1.006 in this case there were wear marks on the faces/structurally OK for hard anodize Notes: Overhaul manual reference 57-56-61 material 7075-T6 design diameter -4,-9,-10 is 1.000-1.003	

FIG. 1B.

FOOTNOTES

Address <input type="text" value="soldev.cs.boeing.com/demo/explorer.asp"/>		<input type="button" value="Go"/>	
Commercial Aviation Services		BOEING	
BOECOM		SEARCH	
Describe the Problem Type what you know about the problem, and click Search.			
Issue Type: <input type="text" value="Problem"/>		None	
Select The Model Number:			
Describe the Task you are trying to perform:			
Air Conditioning Pack Air Cycle Machine Removals Due to Seizures			
Part #'s, Model #'s or other Facts:			
Model: 767			
Opening: ANZ-AKL-00-00197F			
Action File: ANZ-AKL-00-00197F			
Describe the Symptoms of the problem (What characteristics indicate that there is a problem?):			
Describe any recent Changes that may be associated with the problem:			
Start a new Primus eServer session			
Local intranet			

FIG. 1A.

T06001 23044650

Address <input type="text" value="http://soldev.cs.boeing.com/demo/explorer.asp"/>		Go	
Comercial Aviation Services		BOEING	
<p>BOEING commercial airplanes</p> <p>VIEW HOT SOLUTIONS</p> <p>DESCRIBE THE PROBLEM</p> <p>VIEW THE SOLUTIONS</p> <p>ESCALATE THE PROBLEM</p> <p>CREATE NEW SOLUTIONS</p> <p>QUERY THE SOLUTIONS</p> <p>OPEN ID <input type="text"/> Go</p> <p>SET PREFERENCES</p> <p>NEW SESSION</p> <p>LOGOUT</p> <p>HELP</p>		<p>SEARCH</p> <p>Issue Type: <input type="text" value="Problem"/></p> <p>Select The Model Number: <input type="text" value="None"/></p> <p>Describe the Task you are trying to perform:</p> <p>Air Conditioning Pack Air Cycle Machine Removals Due to Seizures</p> <p>Part #'s, Model #'s or other Facts:</p> <p>Model: 767</p> <p>Opening: ANZ-AKL-00-00197F</p> <p>Action File: ANZ-AKL-00-00197F</p> <p>Describe the Symptoms of the problem (What characteristics indicate that there is a problem?):</p> <p>Possible ice formation in ACM during hot and humid conditions</p> <p>Describe any recent Changes that may be associated with the problem:</p>	
Start a new Primus eServer session		Local intranet	

FIG. 17B.

Address <input type="text"/> http://soldev.cs.boeing.com/demo/explorer.asp		BOECOM		BOEING	
Comercial Aviation Services					

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<p>Refine The Problem</p> <p>Update your current statments, or add new ones. Click Update Search to search on the revised description.</p> <p>ID: (solution not saved)</p> <p>Update Search Quick Refine Help</p> <p>ADD: Clipboard Properties Mode: <input type="text"/> <input type="button" value="Text"/></p> <table border="1"> <tr><td></td><td>Air Cycle Machine</td></tr> <tr><td></td><td>ATA: 2151-10</td></tr> <tr><td></td><td>Model: 767</td></tr> <tr><td></td><td>Opening: ANZ-AKL-00-00197F</td></tr> <tr><td></td><td>Action File: ANZ-AKL-00-00197F</td></tr> <tr><td></td><td>Possible ice formation in ACM during hot and humid conditions</td></tr> </table>			Air Cycle Machine		ATA: 2151-10		Model: 767		Opening: ANZ-AKL-00-00197F		Action File: ANZ-AKL-00-00197F		Possible ice formation in ACM during hot and humid conditions	View Solution Titles Only
	Air Cycle Machine													
	ATA: 2151-10													
	Model: 767													
	Opening: ANZ-AKL-00-00197F													
	Action File: ANZ-AKL-00-00197F													
	Possible ice formation in ACM during hot and humid conditions													
<p>View the Solutions (1 solution found)</p> <p>Select a title for the details, if none apply, refine your description below.</p> <p>Air Conditioning Pack Air Cycle Machine Seizes</p> <p>ADD: Air Conditioning Pack Air Cycle Machine Seizes. ADD: Model: 767 ADD: ATA: 2151-10 ADD: Opening: ANZ-AKL-00-00197F ADD: Closing: ANZ-AKL-00-00374H ADD: Action File: ANZ-AKL-00-00197F ADD: Air Conditioning Pack Air Cycle Machine Seizes.</p>		66%												

Update your problem description to find stronger solution matches.		Local intranet
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SOLVES PROBLEM!			
Selected Solution Here is information on your selected solution:		Previous Close Next	
Modify	Delete	Send	Solution 1 of 1
Title: Air Conditioning Pack Air Cycle Machine Seizes			
Show Properties			
ID: bcsrd49	Searchable: Yes		
Domain: bcsr	Class: 4.X		
<input checked="" type="radio"/> Goal	Air Conditioning Pack Air Cycle Machine Seizes.		
<input type="radio"/> Fact	Model: 767		
<input type="radio"/> Fact	ATA: 2151-10		
<input type="radio"/> Fact	Opening: ANZ-AKL-00-00197F		
<input type="radio"/> Fact	Closing: ANZ-AKL-00-00374H		
<input type="radio"/> Fact	Action File: ANZ-AKL-00-00197F		
<input checked="" type="radio"/> Symptom	Air Conditioning Pack Air Cycle Machine Seizes.		
<input checked="" type="radio"/> Cause	The air conditioning system operation could result in ACM failures due to ice formation.		
<input checked="" type="radio"/> Fix	During hot humid operations the pack will remove large amounts of water from the air. Under these environmental conditions, the air conditioning system operation could result in (ACM) failures due to ice formation for the following possible reasons:		
1. Clogged water separator drain lines backing the water up into the pack and causing icing.			
2. Dirty condenser / Reheater circuit resulting in reduced airflow could create a potential icing condition.			
3. Blocked Low Limit Valve (LLV) sense lines resulting in the LLV not recognizing a icing condition. Therefore not opening to provide hot air to melt the ice build up.			
Comments History			
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<u>CREATE NEW SOLUTION</u>			
<u>QUERY THE SOLUTIONS</u>			
OPEN ID <input type="text"/> <u>Go</u>			
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Action File Name: Message Number:

ANZ-AKL-00-00374H 18 MAY 00
ATA 2151-10 MODEL 767
AIR CONDITIONING PACK AIR CYCLE MACHINE REMOVALS DUE TO SEIZURES
REF /A/ ANZ-AKL-00-00197F /C/

In reply to the Ref /A/ message concerning "Air Conditioning Pack Air Cycle Machine Removals due to Seizure", the following is provided:

Anz has reported experiencing an increased number of 767 air conditioning pack Air Cycle Machine (ACM) removals recently due to seizures. ANZ is evaluating these events to determine the reason for the recent ACM seizures.

Action:

1. ANZ asked whether it is acceptable to operate the air conditioning packs on the ground with all cabin zone selectors at full cold during transits using the APU as the air source. Please provide any comments that may assist ANZ in their evaluation of subject ACM seizures.

Response:

Yes it is acceptable to operate the air conditioning packs at any setpoint during ground APU operations.

During hot humid operations the pack will remove large amounts of water from the air. Under these environmental conditions, the air conditioning system operation could result in ACM failures due to ice formation for the following possible reasons:

1. Clogged water separator drain lines backing the water up into the pack and causing icing.
2. Dirty condenser / Reheater circuit resulting in reduced air flow could create a potential icing condition.
3. Blocked Low Limit Valve sense lines resulting in the LLV not recognizing a icing condition. Therefore not opening to provide hot air to melt the ice build up.